GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2057
ANSWERED ON:09.03.2016
Change in Online Ticket Booking Rules
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Will the Minister of RAILWAYS be pleased to state:

(a) the number of tickets that can be booked online in a month from one User ID through the IRCTC website;

(b) whether the current system of online booking has led to cornering of train tickets by touts affecting genuine passengers and if so, the details thereof;

(c) whether the Government has evolved any mechanism to stop the menace of touting and if so, the details thereof;

(d) the time within which the new mechanism will be implemented; and

(e) whether IRCTC is also considering to provide passengers with facility to change boarding station on its website and if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)
(a): Six tickets can be booked through Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) website in a month from one user I.D.

(b) to (d): The online booking has allowed a passenger to book ticket as per his convenience without having to go to the computerised Passenger Reservation System (PRS) counter. However, with a view to check the possible misuse of online
booking system by unscrupulous elements/touts, various significant measures have been taken as follows:-
i. CAPTCHA has been put in place to check booking in batch mode and through Scripting related tools on the IRCTC e-ticketing website. This is intended to benefit the genuine passenger as it seeks to deny undue advantage of time to unscrupulous elements by use of scripting software to corner the tickets.
ii. Agents are debarred from booking tickets during first thirty minutes of opening of booking i.e. from 0800 to
0830 hours for general booking, 1000 to 1030 hours and 1100 to 1130 hours for Tatkal booking on AC class and Non-AC class respectively.
iii. Only one booking in one user login session except for return/onward journey between 0800 and 1200 hours.

(e): The facility of changing boarding point online through IRCTC website has been implemented and now passengers can change their boarding point once by login through their user ID at least 24 hours before the schedule departure of the train.
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